

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Patent Application of:
Karl-Heinz Pitsch

Confirmation No.: 3076

Application No.: 10/647,980

Group Art Unit: 3267

Filed: August 26, 2003

Examiner: Paul Danneman

For: CLIENT RELATIONSHIP MANAGEMENT
AND PRODUCT DISTRIBUTION
SYSTEM AND METHOD

AMENDMENT UNDER 37 C.F.R. §1.116

This correspondence is being filed electronically addressed to: Commissioner of Patents, P.O.
Box 1450, Alexandria, VA, 22313-1450 on the date shown below:


Eileen Sheffield

Date: February 10, 2009

Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Dear Sir:

This is in response to the Office Action dated December 3, 2008.

Amendments to the Claims are reflected in the listing of claims which begins on page 2
of this paper.

Remarks/Arguments begin on page 11 of this paper.